

**Paper reference 20161K**  
**Pearson BTEC**  
**Level 3**  
**Nationals Extended Diploma**

**INFORMATION TECHNOLOGY**  
**UNIT 14: IT SERVICE DELIVERY**  
**(Part B)**

**Supervised hours: 8 hours**

**Y71614A**

**YOU MUST HAVE:**

**Outline\_Service\_Strategy.rtf**

**Define\_IT\_Service\_Catalogue.rtf**

**IT\_Service\_Management\_Implications.rtf**

**YOU WILL BE GIVEN**

- **Information Booklet.**

**You do not need any other materials.**

**INSTRUCTIONS**

- **You will need your research notes from Part A (maximum two A4 sides hard copy).**
- **Part A should be completed before attempting Part B.**
- **Part B contains material for the completion of the set task under supervised conditions.**

**(continued on the next page)**

**Turn over**

## **INSTRUCTIONS continued**

- **Part B must be taken at any time during the period timetabled by Pearson.**
- **Part B is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.**
- **Part B should be kept securely until the start of the 8 – hour supervised assessment period.**
- **This booklet should not be returned to Pearson.**
- **Answer all activities.**

## **INFORMATION**

- **The total mark for this paper is 68.**
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**INSTRUCTIONS TO INVIGILATORS is on the next page**

**Turn over**

## **INSTRUCTIONS TO INVIGILATORS**

**This paper must be read in conjunction with the unit information in the specification and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document. See the Pearson website for details.**

**Refer carefully to the instructions in this task booklet and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document to ensure that the assessment is supervised correctly.**

**The set task must be carried out under supervised conditions.**

**(continued on the next page)**

**INSTRUCTIONS TO INVIGILATORS continued**

**Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.**

**The set task can be completed in more than one supervised session.**

**Learners can take a maximum of two sides hard copy individually prepared A4 research notes into Part B of the set task, as stated in Part A.**

**Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.**

**Learners must save their work regularly and ensure that all materials can be identified as their work.**

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**INSTRUCTIONS TO INVIGILATORS continued**

**Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.**

**Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.**

**Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.**

**Learner notes will be retained securely by the centre after Part B and may be requested by Pearson if there is suspected malpractice.**

**(continued on the next page)**

**INSTRUCTIONS TO INVIGILATORS continued****MAINTAINING SECURITY**

- **Learners must not bring anything into the supervised environment or take anything out.**
- **Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.**
- **Internet access is not permitted.**
- **Learner work must be regularly backed up. Learners should save their work to their folder using the naming instructions in each activity.**
- **During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.**

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**Turn over**

**INSTRUCTIONS TO INVIGILATORS continued**

- **Learners can only access their work under supervision.**
- **User areas must only be accessible to the individual learners and to named members of staff.**
- **Any materials being used by learners must be collected in at the end of each session, stored securely and handed back at the beginning of the next session.**

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**INSTRUCTIONS TO INVIGILATORS continued****OUTCOMES FOR SUBMISSION**

**Each learner must create a folder to submit their work. Each folder should be named according to this naming convention:**

**[Centre #]\_[Registration number #]\_[surname]\_[first letter of first name]**

**Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled**

**12345\_F180542\_Smith\_J**

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**INSTRUCTIONS TO INVIGILATORS continued**

**Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.**

**ACTIVITY 1:**

**activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]**

**ACTIVITY 2:**

**activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]**

**ACTIVITY 3:**

**activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]**

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**INSTRUCTIONS TO INVIGILATORS continued****ACTIVITY 4:**

**activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]**

**ACTIVITY 5:**

**activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]**

**An authentication sheet must be completed by each learner and submitted with the final outcomes.**

**The work should be submitted no later than 18 May 2022.**

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**INSTRUCTIONS FOR LEARNERS is on the next page**

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## **INSTRUCTIONS FOR LEARNERS**

**Read the set task brief carefully.**

**Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.**

**Internet access is not allowed.**

**You will complete this set task under supervision and your work will be kept securely at all times.**

**You must work independently throughout the supervised assessment period and must not share your work with other learners.**

**Refer to any preparatory work from Part A to complete Part B set task. This material must be in a hard copy format.**

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**Turn over**

**INSTRUCTIONS FOR LEARNERS continued**

**OUTCOMES FOR SUBMISSION**

**You must create a folder to submit your work. Your folder should be named according to this naming convention:**

**[Centre #]\_[Registration number #]\_  
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**Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled**

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**(continued on the next page)**

**INSTRUCTIONS FOR LEARNERS continued**

**You will need to submit 5 PDF documents, within your folder, using the file names listed.**

**ACTIVITY 1:**

**activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]**

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**ACTIVITY 2:**

**activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]**

**ACTIVITY 3:**

**activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]**

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**INSTRUCTIONS FOR LEARNERS continued**

**ACTIVITY 4:**

**activity4evaluation\_[Registration  
number #]\_[surname]\_[first letter of  
first name]**

**ACTIVITY 5:**

**activity5implications\_[Registration  
number #]\_[surname]\_[first letter of  
first name]**

**You must complete an authentication  
sheet before you hand your work in to  
your Invigilator.**

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**Part B SET TASK is on the next page**

## **Part B SET TASK**

**You must complete ALL activities within the set task.**

**Produce your documents using a computer.**

**Save your documents in your folder ready for submission using the formats and naming conventions indicated.**

**(continued on the next page)**



## **Part B SET TASK continued**

**Read the Set Task Brief provided separately in the Information Booklet carefully before you begin and the hard copy notes of any preparatory work completed in Part A. Reading time is included in the overall assessment time.**

**Warrington Boats has employed you to design an IT service solution by applying the IT service delivery life cycle.**

**You should consider alternative solutions and the delivery implications these solutions may have on the current and future needs of the company.**

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**ACTIVITY 1 is on the next page**

**ACTIVITY 1: OUTLINE IT SERVICE STRATEGY – You are advised to spend 1 hour on this activity.**

**Produce an outline IT service strategy using the template Outline\_Service\_Strategy.rtf for Warrington Boats' current and future needs.**

**Your service strategy should:**

- **identify Warrington Boats' IT service and/or process requirements**
- **prioritise the IT service and/or process requirements in relation to the needs of the company, employees and customers**
- **justify how you have prioritised the IT service and/or process requirements.**

**(continued on the next page)**

## **ACTIVITY 1 continued**

**Save your completed service strategy as a PDF in your folder for submission as activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]**

**(Total for Activity 1 = 8 marks)**

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## **ACTIVITY 2: IT SERVICE CATALOGUE**

**– You are advised to spend 1 hour on this activity.**

**Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the company.**

**Use the template**

**Define\_IT\_Service\_Catalogue.rtf**

**Save your completed service catalogue as a PDF in your folder for submission as**

**activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]**

**(Total for Activity 2 = 8 marks)**

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**ACTIVITY 3: IT SERVICE DELIVERY SOLUTION – You are advised to spend 3 hours on this activity.**

**Produce a design for an IT service delivery solution that will meet the current and future needs of Warrington Boats, its employees and customers.**

**You should include:**

- **information requirements**
- **data requirements**
- **hardware and software service options**
- **managing infrastructure and users.**

**Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document.**

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## **ACTIVITY 3 continued**

**There is no single preferred method of presenting this evidence.**

**Save your completed design as a PDF in your folder for submission as**

**activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]**

**(Total for Activity 3 = 20 marks)**

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**ACTIVITY 4: MANAGEMENT REPORT  
EVALUATING THE SOLUTION – You are  
advised to spend 1 hour and 30 minutes  
on this activity.**

**Produce a report that evaluates the  
appropriateness of the solution you  
designed in Activity 3 in relation to the  
current and future IT service delivery  
requirements of Warrington Boats.**

**It should include:**

- **an assessment of the appropriateness  
of your solution**
- **a comparison with alternative solutions  
that could be used**
- **a rationale for choosing your solution  
over the alternatives.**

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## **ACTIVITY 4 continued**

**Save your completed management report as a PDF in your folder for submission as activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]**

**(Total for Activity 4 = 12 marks)**

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**ACTIVITY 5: IT SERVICE MANAGEMENT IMPLICATIONS REPORT – You are advised to spend 1 hour and 30 minutes on this activity.**

**Produce a report using the template IT\_Service\_Management\_Implications.rtf**

**Analyse the IT service management implications for Warrington Boats of the solution you have designed.**

**Your report should cover the IT service management implications of the following areas:**

- **implementing your solution and delivering the company's services and products**
- **managing and supporting the company's employees**
- **managing and supporting the company's customers**
- **managing the company's IT assets.**

**Turn over**

## **ACTIVITY 5 continued**

**Think about how each area will be affected by:**

- **constraints, such as legal requirements, security issues, resource limitations**
- **changes in the company's aims, products and services.**

**Save your completed implications report as a PDF in your folder for submission as**

**activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]**

**(Total for Activity 5 = 16 marks)**

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**TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS**

**TOTAL FOR TASK = 68 MARKS**

**END OF PAPER**

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